

**M**ark your calendars for **October 18** when the one-day 2004 Public Sector Performance Conference entitled *Creating a Performance Based Culture: The Critical Role of Managers and Supervisors* will feature experts from both inside and outside state government.

Many of the presenters are real managers who have developed and used the tools and principles of employee performance management in their own agencies and work groups.

Presenters will share their “smart practices” based on their real-life experience, research and data. They’ll be sharing “notes from the field” so you can see what they’ve done and how they’ve done it - including how they approached the problem, got the buy-in they needed, and got the job done. You’ll have a chance to ask questions and pick their brains for lessons learned along the way.

New civil service rules resulting from the state’s personnel reform efforts will create a more performance-based environment. This means establishing performance expectations with employees more clearly from the beginning, measuring performance along the way and providing timely feedback.

In keynotes and breakout sessions you will hear proven strategies from experts in the field, including nationally recognized author Dick Grote, as well as Department of Personnel Deputy Director Sharon Whitehead and other state managers willing to share how they are successfully aligning staff performance with the goals of their agency.

As a result of another major aspect of personnel reform, agencies soon will have the option to competitively contract for services traditionally and historically provided by state employees, if those services can be done with better results or at a lower cost.

Relevant breakout sessions will show you how you can use the principles of competitive contracting to make your operations more efficient.

### Sign Up Early to Reserve Your Spot

The conference targets mid-level managers and human resource professionals and is filling up fast. Because of enrollment limitations, you are invited to register early at [www.wsqa.net](http://www.wsqa.net). The cost is \$150 per person and will include a copy of coauthor Ron McMillan’s soon to be published book, *Crucial Confrontations*. The conference will be held on October 18 at the Doubletree Inn in Seatac.

You may know that **Washington is on the verge of putting in place a brand new personnel system** - the biggest change to the state’s personnel system in 40 years.

This conference will help you identify the skills necessary to make the transition smoothly, and learn from the things agencies, managers and employees are doing now to prepare for the coming changes.

